

## Public Safety

*Seminole County*

### Emergency Communications/E-911

#### E-911

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### Mission

To provide administrative management and system coordination for the Countywide 911 system, including Public Safety Answering Points (PSAPs), in each municipality in Seminole County, the Seminole County Sheriff's Office and the Department of Public Safety, to assure efficient emergency response for law enforcement and fire/rescue agencies throughout Seminole County.

### Business Strategy

The 911 system serves as liaison with telephone companies to assure compliance with local and State requirements. It coordinates E-911 equipment maintenance and replacement for all E-911 equipment located at each Public Safety Answering Point (PSAP) throughout the county. The County distributes portions of the E-911 fees collected to PSAPs to assist in operations and to support staffing for E-911 functions; coordinates with telephone companies to assure E-911 calls are routed to appropriate PSAPs; oversees fiscal and annual budgeting requirements; and maintains the countywide Master Street Addressing Guide (MSAG).

### Objectives

Coordinate the Seminole County Master Street Addressing Guide for 911 call routing and information displays.

Monitor and assure rapid response to equipment malfunctions and repair requirements.

Update contingency plans for interruptions of E-911 service.

Develop plans for PSAPs to meet requirements for receiving wireless calls.

Develop an alternate routing system for E-911 calls to assure response during periods of PSAP overload.

Update E-911 equipment to assure continuity of equipment and operations at each PSAP.

Present Countywide training programs for all PSAPs and emergency communications personnel to assure compliance with local, state and federal requirements.

Develop and distribute statistical data and reports of E-911 activity.

Develop and conduct public education programs.

### Performance Measures

	<b>FY 00/01 Actual</b>	<b>FY 01/02 Estimated</b>	<b>FY 02/03 Goal</b>
Total E-911 calls received	249,458	258,212	273,405
E-911 calls from cellular telephones	97,597	93,671	99,291
E-911 calls from wireline telephones	146,462	148,408	157,312
E-911 data base problems or changes processed	1,260	2,900	2,900
E-911 personnel trained	200	215	215
Billable access lines	233,200	275,500	275,500
E-911 access fee per line	\$ .50	\$ .50	\$ .50

<b>Department:</b>	<b>PUBLIC SAFETY</b>	<b>Seminole County</b>
<b>Division:</b>	<b>EMERGENCY COMMUNICATIONS/E-911</b>	
<b>Section:</b>	<b>E-911</b>	<b>FY 2002/03</b>

	2000/01 Actual Expenditures	2001/02 Adopted Budget	2002/03 Adopted Budget	% Change 2002/03 over 2001/02
<b>EXPENDITURES:</b>				
Personal Services	116,558	171,198	187,019	9.2%
Operating Services	822,856	1,110,319	1,254,643	13.0%
Capital Outlay	0	0	0	
Debt Service	0	0	0	
Grants and Aid	267,426	431,544	200,000	-53.7%
Reserves/Transfers	0	0	8,934	100.0%
<b>Subtotal Operating</b>	<b>1,206,840</b>	<b>1,713,061</b>	<b>1,650,596</b>	<b>-3.6%</b>
Capital Improvements	0	27,350	0	-100.0%
<b>TOTAL EXPENDITURES</b>	<b>1,206,840</b>	<b>1,740,411</b>	<b>1,650,596</b>	<b>-5.2%</b>
<b>FUNDING SOURCE (S)</b>				
Emergency 911 Fund	1,206,840	1,740,411	1,650,596	-5.2%
<b>TOTAL FUNDING SOURCE(S)</b>	<b>1,206,840</b>	<b>1,740,411</b>	<b>1,650,596</b>	<b>-5.2%</b>
Full Time Positions	3	4	4	
Part-Time Positions	0	0	0	

**New Programs and Highlights for Fiscal Year 2002/03**

Funds previously budgeted in Grants and Aid have been moved to Operating Services for the monthly lease agreements and telephone line charges to support Wireless Phase I and II requirements and Sprint Lease Agreement.

128,943

<b>Capital Improvements</b>	<b>2002-03</b>	<b>2003-04</b>	<b>2004-05</b>	<b>2005-06</b>	<b>2006-07</b>
Total Project Cost	0	0	0	0	0
Total Operating Impact	0	0	0	0	0